Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date	2. Department
11/15/24	California Office of Data and Innovation

3. Organizational Placement (Division/Branch/Office Name)

Strategic Initiatives

4. CEA Position Title

Chief Innovation Training Officer

5. Summary of proposed position description and how it relates to the program's mission or purpose. (*2-3 sentences*)

The mission of the California Office of Data and Innovation (ODI) is to drive innovation across California state government, using data, technology, and human centered design to achieve exceptional, equitable outcomes for all Californians. We collaborate with leaders and communities throughout California and the world. We partner to build empathy for the people we serve and create a government that is easy to interact with and solves big problems.

6. Reports to: (*Class Title/Level*)

Deputy Director, Strategic Initiatives

7. Relationship with Department Director (*Select one*)

☐ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.

☐ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(*Explain*): This CEA will report to the Deputy Director, Strategic Initiatives

8. Organizational Level (*Select one*)

☐ 1st ☐ 2nd ☐ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

The Chief Innovation Training Officer will direct the research, planning, development, and publication of statewide service delivery and data standards to support more equitable, effective, efficient government programs. They will also develop and lead ODI's mandated statewide training program in user research, design, service delivery, and data practices that will enable the state workforce to better serve Californians.

The Chief Innovation Training Officer will collaborate with the California Department of Technology (CDT's) Office of Professional Development (OPD), and the CalHR Training Office to ensure training courses complement or enhance existing OPD and CalHR offerings. The Chief Innovation Training Officer will also identify opportunities to collaborate with academic partners, as well as learning-focused private sector and non-profit partners.

Manages curriculum development and works with subject matter experts for all data, human-centered design, and technology curricula for the CalAcademy program.

Drives course creation via internal development or contracted services and will modify existing curricula from other civic tech government agencies, such as United States Digital Service (USDS), 18F, and non-profits like Code for America.

Develops course proposals that define course requirements, rationales, goals, and objectives including course learning outcomes in line with subject matter requirements.
Strategically develops course materials in data and innovation that meet the current and future needs of the California state workforce.

Directs the research, planning, development, and publication of statewide service delivery and data standards to support more equitable, effective, efficient government programs.

Partners with departments and identifies opportunities for ODI staff and/or vendors to embed and scale ODIs best practices and procedures.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

☑ Program is directly related to department's primary mission and is critical to achieving the department's goals.

☐ Program is indirectly related to department's primary mission.

☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The mission of the California Office of Data and Innovation (ODI) is to drive innovation across California state government, using data, technology, and human centered design to achieve exceptional, equitable outcomes for all Californians. The CEA will direct the research, planning, development, and publication of statewide service delivery equity standards. They will also develop and lead ODI's mandated statewide training program in user research, design, service delivery, and data practices that will enable the state workforce to better serve Californians. This will allow ODI effectively achieve program goals and measure success. Internally, they will design, develop, and deliver ODI's professional development program as well as oversee mandated state training for ODI staff. The CEA will develop curricula that foster an understanding of human-centered design, equitable service delivery, and modern data best practices among state leadership and upskills state staff performing across a variety of related job types (Information Technology, Data, Design, Communications, etc.). They will implement adult learning strategies and best practices to ensure our workforce has access to modern skill sets needed to improve services and internal operations, and to do so while leveraging emerging technologies such as generative artificial intelligence (GenAI).

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

ODI was established with the directive to enhance the usability and reliability of the state's most important services by using business process improvement and leveraging digital innovation, as appropriate, to transform government services. ODI's projects and innovations demonstrate a need for a high level, policy influencing position to provide discovery-based, user-centered research programs that are consistent with the needs of the projects and supportive of ODI's mission and responsibility to deliver better government services to Californians in an innovative and sustainable manner. This position was previously established and has been vacant since October 2024.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The Chief Innovation Training Officer will be responsible for defining and developing policy related to ODI's mandated statewide training program in user research, design, service delivery, and data practices that will enable the state workforce to better serve Californians. They will develop curricula that foster an understanding of human-centered design, equitable service delivery, and modern data best practices among state leadership and upskills state staff performing across a variety of related job types (Information Technology, Data, Design, Communications, etc.).

The Chief Innovation Training Officer will define policies and procedures related to adult learning strategies and best practices to ensure our workforce has access to modern skill sets needed to improve services and internal operations, and to do so while leveraging emerging technologies such as generative artificial intelligence (GenIA). They will ensure that state entities learn operational patterns consistent with modern and innovative research, service delivery, design, engineering, and analytics practices to effectively achieve program goals and measure success.

The Chief Innovation Training Officer will develop the policies for collecting and measuring program success via business intelligence, performance data collection and interpretation, and learning acquisition data. They will collaborate with the California Department of Technology (CDT's) Office of Professional Development (OPD), and the CalHR Training Office to ensure training courses complement or enhance existing OPD and CalHR offerings. The Chief Innovation Training Officer will also identify opportunities to collaborate with academic partners, as well as learning-focused private sector and non-profit partners.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The CEA serves as a principle policy maker and an advisor to the Deputy Director, Strategic Initiatives on policy related to statewide service delivery and data standards to support more equitable, effective, efficient government programs. They are responsible for developing and leading mandated statewide training programs in user research, design, service delivery, and data practices. This position's scope and nature of decision-making authority drives course creation via internal development or contracted services and will modify existing curricula from other civic tech government agencies, such as United States Digital Service (USDS), 18F, and non-profits like Code for America. They develop course proposals that define course requirements, rationales, goals, and objectives including course learning outcomes in line with subject matter requirements. They strategically will determine which course materials in data and innovation that meet the current and future needs of the California state workforce while working closely with subject matter experts to create high quality, meaningful, hands-on, data-driven tasks, activities, lessons, and projects.

This position provides strategic leadership and technical, operational, and managerial leadership for successful implementation of curriculum across the state and ensures that the CalAcademy program is technically sound, evidence-based, and consistent with the department's and stakeholders' priorities. This

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

This position will be developing and implementing new policies, as state and federal legislation, regulations, and policies change and are updated as well as interpreting and implementing existing policies related to statewide training program. As changes occur, the CEA will be responsible for developing and implementing new policy to ensure ODI is in compliance with new legislation. This will involve work not only within the department and with existing stakeholders, but coordinating with other entities such as the Governor's Office, California Department of Technology, GovOps, California Health and Human Services, Employment Development Department, Department of General Services, Labor & Workforce Development Agency, etc. to identify, define and deploy new policies and procedures with impact across state agencies and directly impacting Californians. The CEA will consistently consider sustainability in practice to ensure policies and procedures can be easily updated to accommodate evolving business and stakeholder needs.